



SITUATIONAL INFORMATION REPORT FEDERAL BUREAU OF INVESTIGATION

Cyber Alert

San Francisco Division

30 June 2014

SIR Number: SIR-00000011140

(U//FOUO) Continued Extortion Scheme and Telephony Denial of Service (TDoS) Attacks on Medical and Healthcare Institutions.

SOURCE A: (U//FOUO) A call-in to this agency.

SOURCE B: (U//FOUO) A call-in to this agency.

(U//FOUO) FBI San Francisco is releasing this Situation Information Report (SIR) to raise law enforcement agencies awareness of recent Telephony Denial of Service (TDoS) attacks on Medical and Healthcare institutions.

(U//FOUO) Since April 2013 and continuing through March 2014, at least three Medical/Healthcare institutions in the greater San Francisco metropolitan area have been the victim of TDoS attacks that have disrupted telephonic communications. In one instance, the attacker used a computer to redial the hospital's Emergency Room (ER) continuously thereby crashing the hospital's telephone network. The ER phone lines could not receive any emergency calls.

(U//FOUO) At least 1000 similar complaints have been received by the FBI's Internet Complaint Center (www.ic3.gov) since 2013, including many from medical centers across the country. All of the complaints included an unidentified individual(s), speaking with a foreign accent, calling in regards to

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(U) Note: This product reflects the views of the San Francisco Division and has not been vetted by FBI Headquarters.

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debt collection and threats of TDoS attacks if he was not given the information he was requesting. At times, the individual(s) carried out TDoS attacks on the actual emergency dispatch centers, which were unable to receive phone calls. Most of the phone calls appeared to be from spoofed phone numbers belonging to other US businesses from across the country.

(U//FOUO) FBI San Francisco encouraged victims to file a report with their local police department or sheriff's office. Law Enforcement agencies can assist by coordinating with the FBI, FCC, FTC, DHS NCC-NCCIC.

(U) This report has been prepared by the San Francisco Division of the FBI. Comments and queries may be addressed to the San Francisco Field Intelligence Group at 415-553-7400.

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Federal Bureau of Investigation

San Francisco Division

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Customer and Product Information

SIR Tracking ID: SIR-00000011140

Product Title: Continued Extortion Scheme and Telephony Denial of Service (TDoS) Attacks on Medical and Healthcare Institutions.

Dated: _____

Customer Agency: _____

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___3. Neither Agree or Disagree
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